



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1143

**DATE:** June 22, 2012

**TO:** Iowa Medicaid Case Managers, Targeted Case Managers, Department of Human Services (DHS) Service Workers, Home and Community Based Services (HCBS) and Habilitation Providers (excluding individual CDAC providers)

**ISSUED BY:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** HCBS Quality Assurance (QA) and Technical Assistance (TA) Contract Changes

**EFFECTIVE:** July 1, 2012

On June 1, 2012, the department announced that the successful bidder for the HCBS QA and TA contract is Telligent. Frequently contacted positions within this contract include: HCBS Supervisor, HCBS Specialists, Incident Reporting Specialist, and Slot Manager. A revised list of staff contacts will be released as soon as possible. All quality management activity and HCBS review deadlines established prior to July 1, 2012, will remain in effect. Please use the centralized emails below for points of contact during this transition to avoid any interruption in assistance and workflow.

Type of Activity	Point of Contact
Corrective Action Plan (CAP) submission; compliance review follow-up; submission of supplemental information	<a href="mailto:hcbsspec@dhs.state.ia.us">hcbsspec@dhs.state.ia.us</a>
Self-assessment materials and follow-up	<a href="mailto:hcbsqi@dhs.state.ia.us">hcbsqi@dhs.state.ia.us</a>
Iowa Participant Experience Survey (IPES) follow-up	<a href="mailto:hcbs@dhs.state.ia.us">hcbs@dhs.state.ia.us</a>
Waiting list and slot information/follow-up	<a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a>
Complaints and incident report follow-up	<a href="mailto:hcbsir@dhs.state.ia.us">hcbsir@dhs.state.ia.us</a>

Following the transition, the overall quality framework will remain unchanged. Any future changes will be communicated in information letters prior to implementation. All enrolled HCBS providers will continue to complete annual self-assessments and undergo periodic reviews, focused reviews, targeted reviews, and certification/recertification for relevant services as necessary.

Any documentation or correspondence that is currently sent via fax or mail may be sent to the address and fax number below:

Iowa Medicaid Enterprise  
HCBS Unit  
100 Army Post Rd  
Des Moines, IA 50315  
Fax Number: 515-725-1360

If you have any questions, please contact Elizabeth Matney at [ematney@dhs.state.ia.us](mailto:ematney@dhs.state.ia.us) or call 515-974-3204.